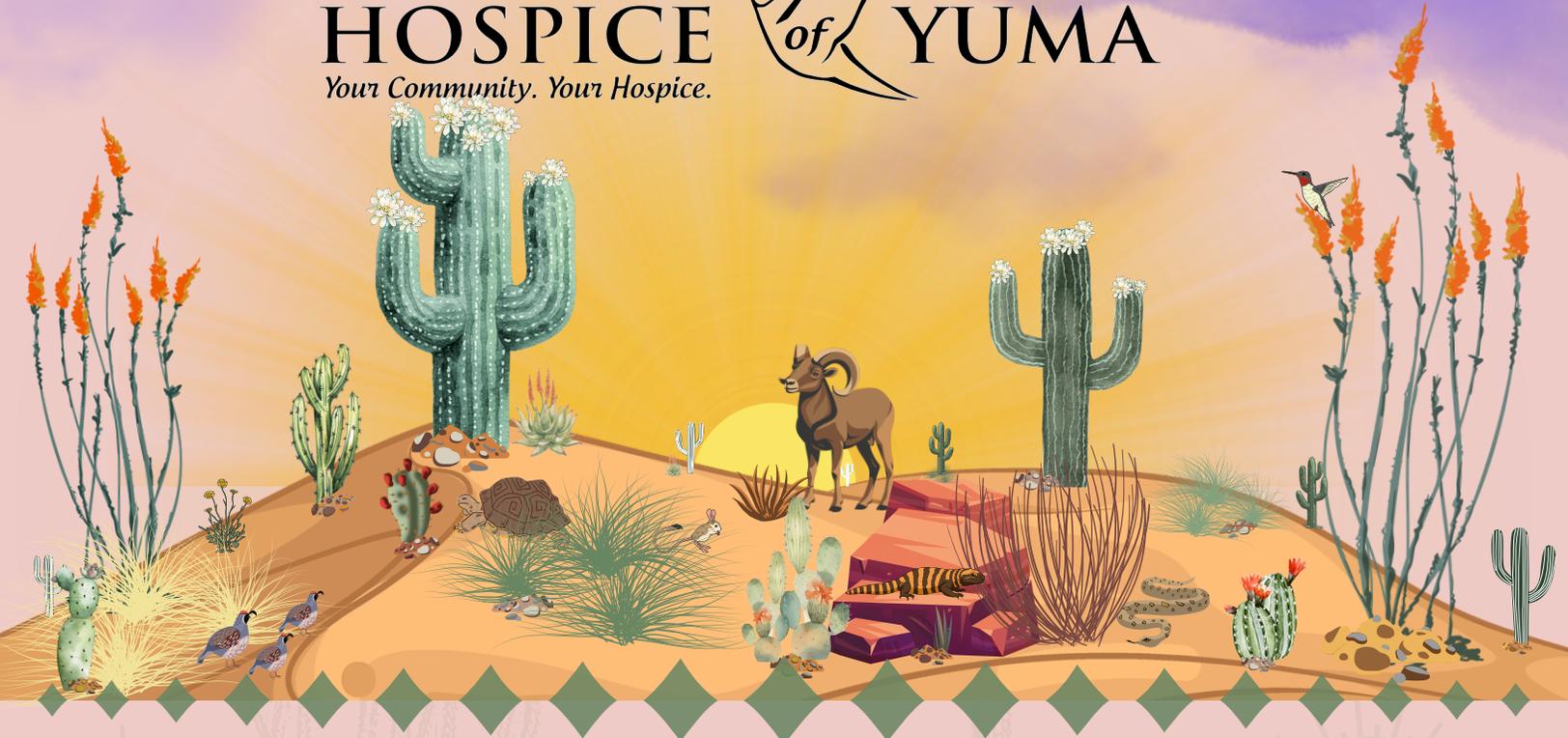


HOSPICE of YUMA

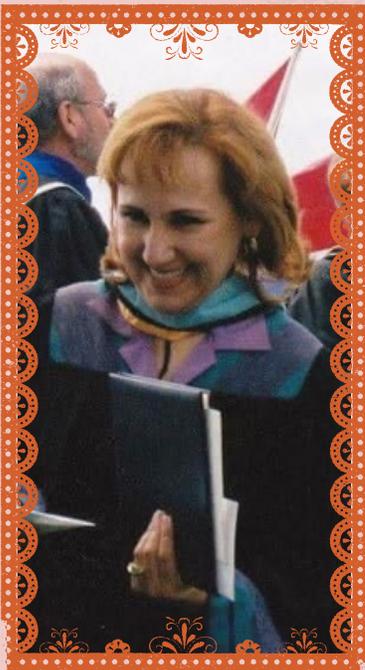
Your Community. Your Hospice.



FOREVER IN OUR HEARTS

MY PERSONAL GRIEF JOURNEY THROUGH HOSPICE OF YUMA

BY LORENIA VILLAESCUSA



During the summer of 2021, as the pandemic began to settle, I was doing my best to adapt to all the new changes in my own life. I graduated from the Grief Recovery Method program in June of that same year, and I had a new opportunity in my career, becoming a bereavement counselor at Hospice of Yuma.

My Aunt Lupita was struggling with unspecified non-Hodgkin lymphoma. She had already been fighting cancer since 2018, and her new prognosis did not look promising. She was facing this difficult situation without her parents, children, or a spouse. I felt deeply compassionate toward her because she only had two siblings living in Yuma County, and one of them was my father. Aunt Lupita was the sixth of seven children on my dad's side of the family.

She fought cancer for five consecutive years. Between hospitalizations, cancer treatments, and the constant hope for survival, she had the opportunity to travel to Ciudad Juárez, Chihuahua, Mexico, to receive something she had always wanted and prayed for—her green card. It represented a new opportunity for her to continue teaching and inspiring younger generations with her talents and her background, having earned a Master of Education.

Aunt Lupita and I attended the same university in Baja California, Mexico, back in 2001. She was pursuing a bachelor's degree in education with an emphasis in English, while I was attending a psychology program at that time. I still remember how proud I felt of her for continuing her education in her 40s.

It was difficult when we learned that her health was declining, and she eventually ended up in the hospital for four days. On September 25, 2021, I received a phone call from her while she was at the hospital. She told me how hard it was not being able to see anyone because there were still visitation restrictions due to the pandemic. She sounded tearful as she shared her thoughts and emotions with me over the phone.

At the end of that conversation, she told me that she did not want to die alone in a hospital. I remember telling her that she had a voice and a choice—that she could make her own decisions. She spoke with her doctor and allowed me to call her nurse so they could arrange a visit from the hospital chaplain. She felt she needed spiritual support, and unfortunately, because of the pandemic, her priest—her spiritual guide—could not cross the border from San Luis, Mexico. My immediate thought was to help her receive the spiritual support she was requesting. Her nurse helped us connect with the hospital chaplain.

The next morning, she called me back, and she sounded different. She was cheerful and grateful for what the nurse and I had done to help her. She told me that her visit with the chaplain had been wonderful and that it helped her better understand and process everything she was going through. She also shared the good news that she would soon be discharged so she could go home with her sister in San Luis, Arizona, under the care of Hospice of Yuma. I picked her up from the hospital when she was discharged. That morning was beautiful. She trusted me to drive her home to her sister. The day was cloudy, and the weather was perfect. I did not realize at that moment that it would be her last ride. During the drive, she shared so much about her life, her relationships with her siblings, and how much she appreciated life in general. When we arrived, I opened the car door for her, but she asked if she could walk inside by herself with her walker—and she did. She came home, and our Hospice admission nurse arrived shortly after us. She completed the paperwork, and our family was able to begin providing companionship and care for Aunt Lupita together. That same week, with the help of Dr. Shea and our dear social worker, Irma Corrales, we were able to arrange a humanitarian letter so the rest of my aunt's siblings could cross the border, visit her, and say their goodbyes. To me, that was something truly precious. I never imagined that my own coworkers would embrace my family with such compassion.

From the bottom of our hearts, our family will always appreciate Hospice of Yuma and all of my coworkers for the comfort, care, and support we received.

Aunt Lupita passed away on October 6, 2021. She died peacefully, surrounded by her family. That was a gift we received through this wonderful organization.

In her memory, I want to remind others that although we may feel vulnerable at times, we are never alone on our grief journeys.



Director's Corner

Why Non-Profit Hospice Care is the Superior Choice: Backed by Factual Data

Provided By Grok AI

I recently was reviewing the closures of non-profit hospices in the United States for 2025 and decided to try Grok AI to research the topic. The interesting things that AI picked up on and suggested made me ask further questions. Specifically, what the difference between for-profit hospice and non-profit hospice were there and which provided the best care. The following is what AI generated, and I wanted to share it with our supporters.

Hospice care provides essential support for individuals facing terminal illnesses, focusing on comfort, pain management, and emotional well-being rather than curative treatments. In the United States, hospice services have seen significant growth, with for-profit providers expanding rapidly over the past two decades, often backed by private equity and publicly traded companies. However, a growing body of research reveals stark differences in quality, outcomes, and resource allocation between non-profit and for-profit hospices. Drawing from national studies, Medicare data, and caregiver surveys, the data demonstrates that non-profit hospices consistently outperform their for-profit counterparts, making them the better choice for end-of-life care.

Superior Care Experiences Reported by Families

One of the most compelling indicators of hospice quality comes from the perspectives of family caregivers, who often bear witness to the day-to-day realities of care. A comprehensive RAND Corporation study analyzing surveys from over 3,100 hospices found that patients in for-profit hospices experience substantially worse care compared to those in non-profits. Family caregivers reported lower satisfaction across all eight measured domains, including communication with the hospice team, timely care, symptom management (such as pain relief), respectful treatment, emotional and spiritual support, training for at-home care, overall hospice rating, and willingness to recommend the provider. Notably, caregivers of patients in for-profit hospices were nearly 5 percent less likely to "definitely recommend" their hospice to others.

The study also categorized hospices by performance: A higher proportion of for-profit hospices fell into the "low performing" category across all quality measures, while non-profits were more likely to be high performers. This pattern holds even when accounting for variations within ownership types.

Higher Staffing Levels and More Frequent Visits

Non-profit hospices prioritize patient-centered care through better staffing and more intensive support. According to a 2023 analysis by the National Partnership for Hospice Innovation (NPHI), non-profits provide significantly more registered nurse (RN) and social worker visits per patient day, along with higher overall staffing ratios. This leads to improved symptom management and family support, critical elements in hospice care.

Centers for Medicare & Medicaid Services (CMS) data from 2023–2024 further supports this, showing that non-profits achieve higher rates of visits in the last days of life—a key quality metric. For-profit hospices, particularly those serving patients with complex needs, score lower



on this "Visits Near Death" measure. Non-profits also offer more interdisciplinary support, including nursing care and social work, per patient day.

Aspect

- RN and Social Worker Visits
- Visits in Last Days of Life
- Overall Staffing

Non-Profit Hospices

- Higher frequency and ratios
- Higher rates (CMS metric)
- More interdisciplinary support

For-Profit Hospices

- Lower frequency and ratios
- Lower rates, especially for complex cases
- Fewer skilled staff

Greater Investment in Direct Patient Care

Financial priorities differ markedly between ownership models. A study using 2022 Medicare cost reports from nearly 3,000 freestanding hospices found that non-profits spend the most on direct patient care. In contrast, all for-profit models are allocated less. This disparity stems from lower nursing investments in for-profits, potentially due to fewer full-time nurses or reduced salaries.

Non-profits often rely on charitable donations to maintain these levels, ensuring resources go toward patient needs rather than profits. For-profits, driven by investor returns prioritize cost-cutting strategies like enrolling longer-stay patients with less intensive needs, such as those with dementia.

Improved Patient Outcomes: Fewer Disruptions and Better End-of-Life Support

Patient outcomes also favor non-profits. For-profits are associated with higher rates of live discharges (removing patients from hospice temporarily) and hospitalizations, disrupting care continuity. Non-profits, enrolling higher proportions of cancer patients and focus on higher-acuity, shorter-stay care with better support.

Conclusion: Prioritizing Quality Over Profits

The evidence is clear: Non-profit hospices offer better care experiences, higher staffing, greater investment in patient services, and superior outcomes. While for-profit providers deliver adequate care, the data consistently shows systemic advantages in non-profits, driven by their mission-focused approach rather than shareholder demands. When choosing hospice care, families should seek non-profit options to ensure dignity, comfort, and comprehensive support at life's end. For those in regions like Arizona, consulting Medicare's Hospice Compare tool can help identify high-performing non-profits based on these metrics.

All of the above was written by Grok AI. If AI can research and determine non-profit hospices provide the best overall care I question others in the medical community who may encourage patients to consider subpar organizations.

THRIFT SHOP

New Store Hours
Tues-Fri 9a-5p
Sat 9a-2p

MEET OUR

WONDERFUL VOLUNTEERS



I've been a volunteer at Hospice of Yuma for almost two years. My husband was a patient and received wonderful care from this organization. After he passed, I decided I needed to do something to help others, so I figured Hospice of Yuma would be the best place to be of service. I enjoy spending time in the furniture department twice a week. All my co-volunteers are wonderful, and my supervisor is awesome and positive to everyone! I plan on staying with a smile as long as I can!

-Linda Robertson



Hi all! My name is Robin. I've been a volunteer at the Hospice of Yuma Thrift Shop for seven years. For the last four years I have been the jewelry lady; cleaning, processing and sometimes repairing all our jewelry donations. The Hospice of Yuma Thrift Shop is a great place to volunteer, everyone is helpful and fun to be around!

-Robin the jewelry lady



My husband Sherman and I are winter visitors for four and a half months from Kingman, Arizona. We have been very involved with motorcycles for years, starting in Coos Bay, Oregon. When we moved to Kingman, Arizona we were involved in many things such as patient sitting and children grief groups. I also started volunteering at a dog rescue. I helped clean kennels and whatever else that needed to be done. I volunteered at that rescue for nine years.

When we came to Yuma, I knew I wanted to volunteer at the Hospice of Yuma Thrift Shop. I have now been here at the Thrift Shop for 17 years. Cleaning is my thing, so you will find me in the back cleaning items and preparing them for display.

When we go back Kingman, I work at HALT because the dog rescue closed down. I also helped the elderly lady who owned the rescue with housekeeping. The Lord has blessed me with the gifts of serving, helping, and giving, so I have found many ways to use these gifts. I love working with my volunteer friends at the HOY Thrift Shop and know it is for a worthy cause.

-Pat Acord



Volunteer Services

GROWING WITH HOSPICE: A LIFELONG JOURNEY



Hello, I am Briana Munoz, affectionately known as the "hospice baby." As a lifelong member of the Hospice of Yuma community, I have had the privilege of watching this organization grow and thrive. My mother, Alysia Munoz, Director of Fund Development, has been dedicated to Hospice of Yuma for 22 years, and I have learned so much from her example.

Through my experiences, I have gained a profound appreciation for Hospice of Yuma's status as our community's only non-profit hospice. Recently, I was given the opportunity to contribute to the mission through the AmeriCorps program, which provides vital support to non-profits. This experience has been a true gift, enabling me to work for this remarkable organization while pursuing my education. My current responsibilities include assisting at the Hospice of Yuma Thrift Shop and supporting the Fund Development department.

I am deeply committed to this work, knowing that we are making a tangible difference in the lives of patients who are without insurance or the means to pay for care. If you are interested in making a positive impact, I encourage you to join us by volunteering, donating, or shopping at our Thrift Shop. I look forward to welcoming you and thank you for your continued support of Hospice of Yuma.



Volunteer Services

Opportunity and Growth Through AmeriCorps at Hospice of Yuma



My name is Mikaela Garcia, and as an AmeriCorps Member for Hospice of Yuma, I feel nothing but joy and gratitude for such an amazing opportunity to grow.

When I graduated high school, I had never worked a day in my life, so though I knew what it would take to be a good student, I still had to understand what it took to be a good worker. It can be rather difficult to get the kind of experience employers are looking for in a good quality candidate when you have no history, but volunteering has provided me with just the experience I was looking for. Volunteering gave me the opportunity to mold myself into the kind of worker people can trust, and I receive training and support only from the very best.

Everywhere you turn you can find someone to lean on, not once have I ever felt lost or unsupported, the staff and fellow volunteers around you will always be there when you need them. That's the best part of my experience, the people. I have had the chance to meet and talk to so many different people from different backgrounds, that every day becomes more interesting than the last. Volunteer work doesn't feel like "work"; it feels like the kind of environment you don't want to leave. It's like a reward when you're able to help a customer with exactly what they need. There is satisfaction in knowing you can be helped, and that you can help. You feel like you're part of a team, and that your place on the team can really make a difference in a person's day.

It can be difficult to commit your time as a volunteer, but that's where AmeriCorps comes in. AmeriCorps has given me the opportunity to earn a livable wage as I complete a select number of volunteer hours with Hospice of Yuma. That means as a member, I am not only receiving great work experiences and interactions with staff and customers but also funds that can be used towards my schooling and living needs. With this support, I am able to spend more time putting smiles on customers' faces through my work at HOY. A membership with AmeriCorps at HOY is something that works for you. There has never been a day where things feel too complicated or stressful. It's all about support.

If you ever feel like you are lost, like you just need the right opportunity to let your strengths shine, then look no further. AmeriCorps for Hospice of Yuma may be just the right place for you to unlock your potential, and to have that potential be seen by those with your best interest in mind.





**P.K.HODGES
41ST ANNUAL
GOLF TOURNAMENT**

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YUMA GOLF & COUNTRY CLUB**





41ST ANNUAL P.K.HODGES GOLF TOURNAMENT

SPONSORSHIP OPPORTUNITIES

ALL REGISTRATION FORMS MUST BE IN BY MARCH 27, 2026

HOLE-IN-ONE - \$7,500.00

- 3 Teams of 4 Players
- 12 Pullovers w/ company logo on sleeve
- 1 billboard recognitions (3mth term)
- Banner display on our website, Facebook Page & Instagram during the tournament
- On site display carts, bags, announcement during tournament
- Acknowledgment in our Fall Newsletter

EAGLE - \$4,000.00

- 2 Teams of 4 Players
- 8 Pullovers
- Banner display on our website, Facebook Page & Instagram during the tournament
- Acknowledgment in our Fall Newsletter

BIRDIE - \$2,000.00

- 1 Team of 4 Players
- 4 Pullovers
- Banner display on our website, Facebook Page & Instagram during the tournament
- Acknowledgment in our Fall Newsletter

THE PK WAY - \$500.00

- Acknowledgment of your donation will be made on our website, Facebook, Page, Instagram, & Fall Newsletter
- Banner display

TEE - \$200.00

- Banner display on our website, Facebook Page & Instagram during the tournament
- Acknowledgment in our Fall Newsletter

PAYMENT INFORMATION: Payment Enclosed Paid Online

Checks made to: Hospice of Yuma/Attn: Alysia/1824 S. 8th Avenue/Yuma, AZ 85364

Contact: Alysia or Gina @ 928.343.2222/amunoz@hospiceofyuma.com

Paul White @ 928.580.2888/John Hodges @ 928.919.0566



Mother's Day Tea

Join us in contributing to this year's Mother's Day Tea in support of Hospice of Yuma. Share a tea gift with someone dear—mom, family, or friends—celebrating those who have inspired you. You may also choose to give in memory or in honor of a loved one. All donations directly support vital care for patients who rely on assistance beyond their available coverage.

A poem for that special someone you call mom:
There is no place in the world as comforting as your voice,
As healing as your touch, as safe as your arms,
You've been my shelter, my anchor, & my wings,
You taught me how to rise, & how to love without limits.

Thank you Mom

**HOSPICE** of **YUMA**
Your Community. Your Hospice.





Yes! I would like to support Hospice of Yuma patients and their families by donating to the Mother's Day Tea.

Donor's Name: _____ Address: _____

City: _____ State: _____ Zip Code: _____

Phone #: _____ (For Hospice of Yuma use only)

Amount: \$15.00 \$20.00 \$25.00 Other: \$ _____

This is: A Direct Donation In Memory of: In Honor of:

Name of honoree or in memory of: _____

Would you like a notification sent out? No Yes (Provide info below)

Name of person to be notified: _____ Address: _____

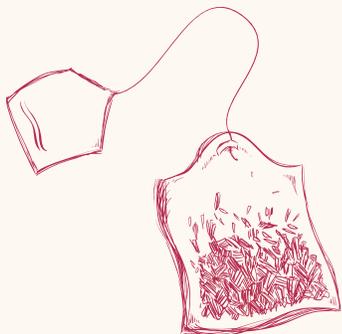
City: _____ State: _____ Zip Code: _____

Please check the box below if you would like a tea bag delivered to you.

Yes, please deliver or mail me a tea bag.

No, you do not need to send me the tea bag.

Thank you for your donation.
Your donation is tax deductible.



Planned Giving & Fundraising

by Alysia Munoz, Director of Fund Development

THANK YOU SPONSORS

Thank you!!! Your generous donations during National Hospice Month, "I Make a Difference" campaign. This year we raised \$26,00.00 for our terminally ill charitable care patients. Each donation supports our terminally ill patients with durable medical equipment, medications and other items needed related to their diagnosis. This is not possible without you. Thank you from all of us here at Hospice of Yuma.

If you would like to be a sponsor next year or would like more information about November National Hospice Month, please contact Alysia Munoz, (928) 343-2222 or amunoz@hospiceofyuma.com.

1 Day Sponsors

- Carolyn Wertman
- All Anonymous Sponsors
- Lynda Steyaert

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Light-A-Light

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JANET & GEORGE VOGEL - IN MEMORY OF RUTH CARTER & ANNE M. VOGEL
BETTY REYNOLDS - IN MEMORY OF BARRY SETTLE ANN TRAVERSO
LYNNE WORTLEY - IN MEMORY OF AL WORTLEY

LET YOUR LEGACY BE

Quality of Life

Hospice of Yuma's Legacy Partner Program was established over 10 years ago. The program is designated to provide hospice care to people who may be facing a terminal illness and who may not have the ability to pay for hospice care.

Your donations help Hospice of Yuma, a non-profit organization, continue to serve the Yuma community as we have for the last 44 years. Your donations also help cover the costs for a patient's day of service, pain medications, medical equipment, medical supplies, and a compassionate team of professionals.

Please consider joining our Legacy Partner Program and help Hospice of Yuma continue their mission to help those who need hospice care and continue to be here for generations to come.

To be part of our Legacy Partner Program, the minimum donation is \$170.00. This would make you a Bronze Partner. We also have the Silver, Gold, Platinum, Benefactor and Founder Partner. You can make your donations in whole, quarterly or monthly payments. The option is yours.

Please mail your completed and signed form to:

Hospice of Yuma
1824 S. 8th Avenue
Yuma, AZ 85364

Call us at (928) 343-2222
with any questions

Donations may also be made online, by phone, in person, by check or mailed.



Donation Form

Donation Preference: (please check)

- One-Time Donation
- Recurring Donation:
- Weekly Bi-Weekly Monthly Quarterly Every 6 months Yearly

Select:

- Bronze Partner \$170.00 Silver Partner \$300.00
- Gold Partner \$500.00 Platinum Partner \$1,000.00
- Benefactor \$2,500.00 Founder \$10,000.00

My Gift is: (please check)

- In Honor of: In Memory of:
- Name: _____

Memorial and/or Special Occasion Gift

- Memorial Gift \$ _____ Special Occasion \$ _____
- In Honor of: In Memory of:
- Name: _____

- I have included Hospice of Yuma in my Will / Estate

Please send notification of my gift to: (please print)

Name: _____ Phone: _____

Address _____ City _____ Zip Code _____

My Contact Information is:

Name: _____ Phone: _____

Address _____ City _____ Zip Code _____

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